



JOB DESCRIPTION

Position Title: **Senior Coordinator**

Working Area: **Cable Franchising**

Class Code: 5311

Exempt

EEO Code: 02

Effective Date: August 30, 2002

Major Function

Professional work coordinating the operation of the County's Cable Franchise agreements and contracts.

Essential Functions

Note: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is a logical assignment to the position.

Develops, implements and monitors information systems, customer service complaints, studies and analyzes overall delivery of services. Develops and implements quality assurance programs and procedures to insure consistency and quality service.

Advises and monitors cable providers of their responsibilities as outlined in the Seminole County Cable Ordinance. Reviews and monitors standards to be met including payment of franchise fees due to the County. Coordinates with the County Attorney's Office the use of right of ways, current legislative issues and cable franchise renewals.

Receives and processes customer complaints consistently and within the time frame established by procedures established in the Cable Franchising Agreements. Interacts with Cable Franchise holders and the general public regularly to insure open and consistent communications and efficient problem resolution.

Monitors franchise and license agreements to insure compliance with all conditions of the Telecommunications agreement with the County. Prepares and monitors the budget for the Cable Franchise Section under Telecommunications.

Prepares reports for presentations to the County Manager to brief the Board of County Commissioners in a biannual update. (Mid year and Annual report format).

Initiates and effectively recommends for approval by the Division Manager and Department Director, hiring, termination, performance evaluations, disciplinary and/or commendatory actions for assigned personnel.

Coordinates the County's interests in Public Access Channels programming materials and scheduling and coordinates with the municipalities in Seminole County as necessary to achieve the goals of the on-air County projects, concerns and programming.

Assists the Telecommunications Manager as necessary to support the overall goals of the division and department.

Performs other duties as assigned or as may be necessary.



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Minimum Qualifications

General knowledge, experience, and training in dealing with telecommunications services, wireless services and Cable Services.

Ability to supervise others and effectively communicate both orally and in writing with all levels of the organization and the general public. Ability to work independently to ensure that the assigned workforce achieves accurate and timely results. Ability to analyze assigned functions, operation and to make recommendations for efficient and economical operation methods. Ability to compile and analyze financial and other quantitative data. Ability to communicate effective both orally and in writing.

Must be skilled in the operation of personal computers and associated software to include word processing and spreadsheet functions.

Bachelor's Degree in Telecommunications Systems, Public Administration, or a closely related field and three (3) years of progressively responsible professional experience. Prefer experience in the areas of the Cable Industry, Cable Franchising, telecommunication systems and/or wireless telecommunications services.

A comparable amount of education, training, or experience may be substituted for the minimum qualifications.

Working Conditions

The work environment for this position typically includes working inside an office setting. This position will also spend time outside the office working with cable television companies and working with staff on Seminole Government Television projects. This position will typically perform the following physical activities as part of work duties sitting, standing, stooping, lifting and carrying up to 50 pounds.